

12/04/05	Customer states the new Sprint IP format makes the screen hard to read. He requests that it be changed back. Apologized. Encouraged customer to fill out the on-line survey. No follow up.	12/04/05	Acknowledged the customer's concern.
12/04/05	A voice customer called to report a harassing call via Sprint IP relay service. Apologized. Educated caller about the purpose of relay. Suggested filing a police report, contacting their LEC and contacting the FCC for further help. Provided FCC number. No follow-up requested.	12/04/05	Acknowledged the customer's concern
12/05/05	A SIR customer states they rec'd a scam call through our services in regards to an ad they placed. RCS apologized and explained our services along with informing this customer about scam calls related to relay. Also, referred this customer to FCC and their local police department. No follow up requested.	12/05/05	Acknowledged the customer's concern
12/05/05	Customer states she received harassing SRO calls during sleeping hours. She reports receiving 21 internet Relay calls, even though she asked them to stop. Requests a block from Relay. Apologized for the misuse of our service. No follow up.	12/05/05	Provided number to FCC. Educated customer on purpose of Relay.
12/05/05	Customer states that when using Sprint IP the call started out just fine but then the transmission time became very slow. It took several minutes for him to receive the typing text from the agent and then it took several minutes for his response to send. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Trouble Ticket 827841 No call back requested.	12/06/05	TT Result: unable to duplicate problem as reported. Would need further information to determine what the problem may be. No other reports at this time. Need customer operating system and desktop device being used.
12/05/05	A woman called to report several attempts to commit fraud through the Sprint IP relay service. Her mother was selling puppies through an ad and the person using IP relay wanted to send her a money order and have a "representative" pick up the puppy to be shipped to England. Apologized. Educated customer on purpose of relay. Suggested filing a police report and provided FCC number. No follow-up requested.	12/05/05	Acknowledged the customer's concern
12/05/05	Customer wanted to dial 866# - Sprint IP Relay operator was not able to connect the call. Attempted to dial 3 times with a busy or fast busy each time. Customer spoke to supervisor who explained that we had difficulty connecting toll free numbers on Sprint IP.	12/29/05	Reviewed correct toll free numbers dialing procedures
12/05/05	Caller upset that the CA hung up on the call before a number to dial was even given or dialed out.	12/05/05	
12/06/05	Customer reports vulgar and inappropriate calls are being made to her daughter through Sprint IP. She would like to block Relay. Explained purpose of Relay. Provided number to FCC. No follow up.	12/06/05	Educated customer on the difference in the State and internet Relay. Encouraged customer to make a police report.
12/06/05	A woman selling puppies called to report fraudulent attempts to purchase. The party from Nigeria asked her to send to an address which was later discovered to be the target of many scam artists. The person sent cashier's checks that the post office verified were fraudulent. Apologized. Educated customer on purpose of relay. She will be contacting the police to turn over the cashier's checks. Also offered FCC number and explained she does not have to continue to accept the internet relay calls. No follow-up requested.	12/06/05	Acknowledged the customer's concern
12/06/05	Customer states the font size on Sprint IP is too small to read. The customer explained that he also has trouble seeing the options blue print. The customer also complains that the conversation box needs to be enlarged. Customer will not be filling out the survey; it's too difficult to read. Apologized. No follow up.	12/06/05	Acknowledged the customer's concern and passed info to business development.
12/06/05	A SRO customer called in stating that this agent was very rude and had an attitude with them. Customer also states this agent hung up on them in the middle of their conversation and called them an idiot. RCS apologized for this problem. No follow up requested.	12/06/05	Not sure if 8866 was the correct CA as the complaint states male and 8866 is female. Coached CA to ensure that she is always polite and professional to customers and that she never disconnects a call without supervisor assistance.
12/06/05	Customer states they made a test call to their office, and the agent was rude. The customer states the operator did not notify them that the line was ringing. The operator typed that "the U.S. govt. was tracking the number and threatened it in 30 seconds." Customer states Sprint IP would come in handy for their job, but they were discouraged by the service today. Apologized. No follow up.	12/06/05	Coached agent on this issue. Emphasized the seriousness of this complaint. Informed the agent to get a supervisor if she notices any problems. Agent understands the importance of not breaking transparency.
12/06/05	A SRO customer states this agent made lewd and suggestive remarks about them over the phone. RCS apologized for the problems. No follow up requested.	12/06/05	Met with agent, did not remember the call. Coached agent on always maintaining a professional phone image on every call.
12/07/05	Customer received 7 harassing internet calls during sleeping hours. He wants to block Relay. Apologized. Provided number for FCC. No follow up.	12/07/05	Educated customer on value of Relay. Customer was advised that call blocking through Relay services is unlawful under the ADA. He will call the FCC.

12/08/05	A customer called to report she is receiving numerous harassing phone calls each day, threatening to take her money, using obscenities. Apologized. Educated customer on purpose of relay. Suggested filing a police report. No follow-up requested.	12/08/05	Acknowledged the customer's concern
12/08/05	Customer states that he asked if the person on the answering machine sounded like (gave name) because the agent put (?) in place of the name and the agent's response was how do I know what (name) sounds like? Apologized. No follow-up requested.	12/08/05	Spoke to the agent about typing recordings and answering machines. Also spoke to the agent about how to talk to a customer and what questions we are allowed to answer after a call has been placed. Agent understands and will get a supervisor in the future if needed.
12/09/05	Customer complaint: Caller reports that her daughter just received threatening call through Sprint internet relay. Wanted to know how to trace the origin of the caller. Customer Service Response: Apologized that the call came through Sprint and recommended that she place police report so they can contact our dept. to be referred to corp. security. No follow up requested.	12/09/05	Educated caller about purpose of internet relay service. Referred to police to report threat.
12/10/05	An OR business owner called in stating they have been receiving numerous calls through the Sprint IP relay service. Customer states this person is requesting a large amount of product to be shipped to them and that it will be paid for with credit card. Customer suspected this may be a scam. RCS apologized to this customer and referred them to their local police department and to the FCC. RCS also faxed a tip sheet to this customer. No follow up requested.	12/10/05	Acknowledged the customer's concern
12/10/05	SIR customer called in to say OPRs are disconnecting their calls. Customer feels that the OPRs disconnected because at the end of the call the OPR typed GA or SK and before the customer could respond the OPR disconnected. Customer also has complaints about the screen, stated Customer Service text was jumping on their screen and that there are spaces. Customer Service apologized to the customer and advised them to make sure they are compatible with our site and to change their font. They said they are compatible and that their computer is fine tuned and updated on everything. Customer would like follow up from the AM.	12/10/05	Send email to request customer for providing a copy of conversation screen to see text or characters problem. Tried to contact customer email and it was undeliverable. No alternative contact for customer.
12/10/05	Customer unable to link up with relay operator to place call. Calls are disconnected before dialing out. Apologized. Follow-up requested.	12/10/05	Send email to customer and we need more information from customer with disconnection problem. Received email from customer and thanked me for further information and will send me more next calls if she still get problem with disconnections.
12/11/05	Customer states he received sexually harassing Sprint IP calls during sleeping hours last night. Would like to trace and then block the caller. Apologized for misuse. Provided number to FCC. No follow up.	12/11/05	Educated customer on purpose and value of Relay calls.
12/12/05	Cosmetic company receiving SRO calls for products to be shipped to Nigeria. Apologized, sent information, gave IFCC site. No follow-up requested.	12/12/05	Informed customer regarding relay calls.
12/14/05	Customer wants management within Sprint IP to know he is unhappy with the new screen size. He is also having trouble printing. Apologized. Explained how to print and increase the font size. Recommended he fill out a survey. No follow up.	12/14/05	Acknowledged the customer's concern.
12/14/05	Customer reports they are unhappy with the Sprint IP update. The window is small. There are other concerns. The text size issue needs to be addressed. He wonders why the operator text cannot be available in lower and uppercase like the user's text settings. Customer wants his preferences to remain if he deletes cookies. Explained to customer how to increase font size. Recommended that customer complete the survey. Follow up requested.	12/22/05	Send email to customer. Send another email to customer for follow up. Send another email to customer that font size had been resolved and send instruction how to use option to get bigger font.
12/15/05	Caller said they were being disconnected when trying to place a call through Sprint IP. Apologized for the problem and let caller know it would be reported. No follow up required on this issue.	12/15/05	Acknowledged the customer's concern
12/15/05	A Sprint IP customer called to complain that the agent was just "sitting there and not immediately following dialing instructions." Apologized. Follow-up via email requested.	12/15/05	Spoke to the agent about the importance of paying attention on all calls and dialing out immediately (within 5 seconds of GA). The agent understands and will let the customer know if they are not able to dial immediately. Follow-up e-mail sent at 4:55 pm on 12-21-05.
12/15/05	A Sprint IP customer called to complain that the agent was just "sitting there and not immediately following dialing instructions." Apologized. Follow-up via email requested.	05/11/06	Issue was discussed with OPR and OPR was coached on appropriate call handling. Issue was discussed with OPR and OPR was coached on appropriate call handling. Followed up with customer as requested.

12/16/05	Senior AM called this into Customer Service. SIR customer's screen jumps the different steps. OPR part of the screen jumps around and the text wraps around and the text is in the lines. You can not change the font from 10 to 14, that option is not available. Customer would like a follow up via email.	1/6/06	Passed info to business development to investigate further Trouble ticket result: I test sprint relay on-line this morning and was unable to duplicate any problem. No additional reports at this time. More information needed for further investigation. AM send another email to request more information to customer.. Send email to customer to follow up. No response from customer after attempted to reach customer three times.
12/19/05	NC Voice caller reports her 15 year old daughter is receiving vulgar, filthy and threatening calls via SIP. She is <i>very concerned that it may be a person who they have problems against</i> and this service allows him to break the law. Apologized, explaining nature of relay. Customer does not want any contact.	12/19/05	Explained purpose of relay service.
12/19/05	Voice customer selling German Shepard puppies received a suspicious Sprint IP call requesting a puppy be shipped to a foreign point without having seen the puppy. A supervisor interrupted to alert the caller that it may be a possible fraud call. Apologized. Educated customer on purpose of relay. Suggested filing a police report. No follow-up requested.	12/19/05	Acknowledged the customer's concern
12/19/05	A Sprint IP customer states when attempting their call twice through Sprint IP Relay the call disconnected before it was even dialed out. Customer gave detailed dialing instructions to the operator. They received the operator's id number and then nothing happened. The screen eventually stated the call had disconnected. RCS apologized to this customer and entered in TT #896 058. No follow up requested.	12/19/05	Acknowledged the customer's concern and passed info to business development TT result: Based on the information an attempt was made to run a CDR search. Being an Internet call there could be multiple causes for the call to have disconnected some of that factor could be the IP server, other the type of connection the caller has. The caller does not wish a call back so I am closing the ticket as resolved with unable to duplicate
12/20/05	Customer reports fraud through Sprint IP relay. Explained purpose of the internet Relay. Provided number to FCC. No follow up.	12/20/05	Educated customer on the internet and state Relay.
12/20/05	Customer reports fraud through Sprint IP. Apologized. Explained purpose of Relay. No follow up.	12/20/05	Provide number to FCC to report the internet fraud. Educated customer on value of Relay services.
12/20/05	Customer reports fraud through Sprint IP. Apologized. Explained purpose of Relay. Provided number to FCC. No follow up.	12/20/05	Educated customer on purpose of Relay.
12/20/05	A voice customer called to report suspicious relay calls coming into her furniture store all day, requesting to buy merchandise "sight unseen" via credit card. She said a supervisor cut in and said "this is fraud, hang up immediately." Two minutes later, she got a call back and the operator told her that it was a mistake, that there was no fraud. Apologized. Educated customer on purpose of relay. Explained that Sprint supervisors would not tell a customer to hang up. Strongly advised filing a police report. No follow-up requested.	12/20/05	Acknowledged the customer's concern
12/20/05	Sprint IP customer reports Relay opr. did not follow instructions not to explain Relay customer calling cell phone and did not want to waste minutes on friend's cell phone customer reports Relay opr. took 3 minutes extra time explaining (apologized for problem encountered advised complaint would be forwarded to management) Customer request contact via email	01/04/06	Met with agent, did not remember the call. Coached agent on following customer instructions at all times. Email was sent to customer regarding resolution.
12/20/05	Sprint IP customer unable to save conversations from screen when customer clicked on save conversation it only showed beginning part of it then customer did a screen print of the words that showed up but they do not match up customer experienced this problem yesterday as well as today customer has been unable to save and print entire conversation (apologized for problem encountered advised complaint would be forwarded to management) Customer requests contact	12/21/05	Send email to customer about printing issue. Emailed customer. Re-send email to customer again.
12/20/05	Acct Manager sent e-mail to POC Ro in MA regarding handling of his call through Sprint IP by MA OPR 2606M. OPR sent SKSK while he was typing redial instructions. When he questioned OPR, OPR typed (Policy Sir)	12/20/05	OPR was extensively coached on mishandling of call.
12/21/05	Customer reports fraud through our service. Her pharmacy received a Sprint IP caller asking for an unusually large order using an invalid credit card. Provided number to FCC. Explained value of Relay. No follow up.	12/21/05	Educated customer on the state and internet Relay.
12/21/05	SIP caller complains same problem continues with agents not following her instructions and she has to retype, but does not get a response. Customer still waiting to hear from supervisor regarding previous complaint with other agents. Apologized, explaining I will be sure to let the Account Manager know. Customer does want follow up with resolution.	12/21/05	Only one of those numbers is currently in use, met with agent, and she does not remember this call. Coached agent on the importance of always following a customer's directions. Contacted customer regarding resolution.

12/22/05	Sprint IP customer states they were placing a call to a loan dept. and his call was disconnected. This complaint was taken by the MA Customer Service and not all info was taken from the customer. Customer does not need a follow up.	12/22/05	Acknowledged the customer's concern and passed info to business development.
12/22/05	Sprint IP customer states Agent 9025 disconnected their call. Customer said they clearly typed the number with spaces and they were on the line for 45 seconds before they disconnected. This complaint came from MA customer service over night. MO customer service emailed the customer for more info and also apologized to the customer. Customer would like follow up via email.	12/22/05	CURRENTLY UNABLE TO GET A Call Detailed Report(CDR) SEARCH. INVESTIGATED AS TO WHERE THE AGENT WAS SITTING DURING THE PERIOD THAT THIS CALL TOOK PLACE. After a thorough CDR search I was unable to conclusively find a CDR that would show the agent ever OUT-DIALED the number given by the caller. None of the CDRs for that evening show a Dialed Address of that given by the caller. I have advice the team manager of the ticket and will monitor the agent for possible unauthorized disconnects.
12/22/05	Customer called asking if calls were recorded. Was informed that we do not keep records of any calls placed through relay. Customer then said that Agent placed a call for them to an airline. Customer said they were informed thru the Agent that the airline would be giving them a refund on their fare. When the person called back she said the airline informed her they had no record of offering a refund and she lost her money on the fare. Apologized for her financial loss and informed her that I would forward her complaint to the appropriate party. Follow-up call was requested.	1/8/06	Contacted customer and explained that customer needs to have agent id and time of calls but advised customer that we don't have any detailed information beside of time of call and calling number from. Customer understood. Met with agent, but she has no recollection of place that specific call. Coached agent on the importance of always relaying everything verbatim and keeping the customer informed. Tried to contact the customer a couple of times, left message to call back.
12/22/05	Sprint IP customer states agent 2569 did not follow procedure for ans. mach msg. They started off gender, ans. mach playing, and then relayed the ans. mach voice mail msg. I asked them to hang up ans. mach; they typed (person hung up) sksk. I asked for a supervisor. Agent asked if I needed a supervisor, when I had clearly had asked for one. When the supervisor came on the line, 2570 they did not provide their name, just "this is sup". I explained what happened and the sup. Told me to call customer. Service. That's what they are there for. I told them "I always ask for sup." Sup. said "this is sup. call customer. service." So I did. Customer. Service. Apologize to customer. Customer. Would like follow up via email.	05/11/06	Issue discussed and coaching provided to OPR and Sup involved. Issue was discussed with and coaching provided to OPR and Sup involved. Followed up with customer as requested.
12/23/05	SRO user complains the font size is not big enough on new SIP. Customer wanted fonts in other boxes "on the right" beyond the user and operator fonts, to be larger also. Apologized, explained fonts can be adjusted, and referred to site instructions. Let caller know I will pass on their suggestions to account manager. No contact wanted	12/23/05	Acknowledged the customer's concern.
12/23/05	Customer states that when using Sprint IP the message became very garbled (strange symbols) and then there was no more response at all from the agent. RCS response: Apologized for the problem and assured that the problem would be sent in as stated. No call back requested.	01/09/06	Acknowledged the customer's concern
12/28/05	SIP caller complains that each time they try to leave a message the agent hangs up on them. I apologized, explaining I would let the supervisor know this issue. No contact wanted.	12/28/05	The agent number given is currently not active.
12/29/05	Customer states that when using Sprint IP relay the detailed instructions were stated and then the number to dial. When the CA connected she announced herself and then the call disconnected. No response at all was given. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	01/06/06	Met with agent. Agent did not remember the call and stated she never disconnect calls. Agent was coached on the severity of disconnecting calls.
12/31/05	IN Voice customer called to say her daughter is receiving harassing phone calls through our service. Customer service apologized to the customer and educated her on relay policies. Customer does not need a follow up.	12/31/05	Acknowledged the customer's concern

Sprint IP Calls Jan 06 to May 06		Total complaints 255	
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/02/06	Sprint IP customer states the server is causing the personal computer to run too slowly. Apologized, TT 946684. No follow-up requested.	01/02/06	No contact information left. Customer said he would contact Matt Gwynn regarding his issue. Description Sprint IP is causing the personal computer to run slowly when saving or print Customer has received an error saying, The server for flash is slow, something like that. Customer uses Cable, and states this running slow issue is an on and off issue that happens sporadically. Customer states Sprint server should not cause anyone's personal computer to run slowly, the macromedia flash code on your server should not affect anyone. Customer planning to contact Matt Gwynn via email.
01/03/06	A voice customer selling puppies was contacted through the Sprint IP relay system about purchase. The call was interrupted by a supervisor warning that the call was possibly fraudulent. The caller hung up. Apologized. Explained purpose of relay. No follow-up requested.	01/03/06	Acknowledged the customer's concern.
01/03/06	Caller said male operator called his girlfriend bad names and after he hung up. The agent called back and continued to insult girlfriend. Requests feedbacks follow up. Caller did not use "GA." Thanked caller, followed normal complaint procedures. Issue will be discussed with OPR.	01/04/06	Operator was spoken to about issue. Ticket closed on Jan. 4th 2006.
01/04/06	Pharmacy reports misuse of the Internet Relay. They got a charge back of \$1,100 from a fraud call. Apologized. Explained the value of legitimate Relay calls. No follow up.	01/04/06	Educated customer on Relay.
01/05/06	Customer was disconnected from SprintIP. Customer was concerned that it may recur. disconnect: 9309M Dec 28 2005 from around 10 AM PST disconnect: 9325M Dec 28 2005 from PST 2:45p to 3pm	01/05/06	Contacted customer via email. Attempted to contact customer three times and no responses.
01/08/06	Sprint IP customer says they tried to place a call and Opr. 1511 put me on hold for about 2 minutes and then the call was disconnected. OPR typed "one moment please" and then caller was disconnected. This was before OPR had dialed out. Customer Service apologized to the customer. Customer does not want follow up.	01/08/06	CA said that he had a couple of Internet calls this morning where he dialed out and reached a "fast busy", sent the "one moment please" macro and then the Inbound hung up. He said he did not disconnect any callers.
01/09/06	Sprint IP customer stated that the CA hung up on her. Said that he typed out the first five words of the recording, then sent "(recording playing)" and then said that the recording hung up. Also when the customer asked the CA to redial, the CA hung up. Would like follow up via email.	01/11/06	Coached CA on procedure for recordings as well as disconnecting. Emailed a response to customer on 1/10/06
01/09/06	Customer states when calling out and reaching an answering machine the agent did not type the message on the answering machine. The agent simply typed "Ans. Mach" GA and nothing more. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	01/26/06	Met with agent, and he had no recollection of this specific call. Coached agent on the importance of always typing everything verbatim, as well as the severity of taking over control of a call by deciding not to type certain parts of a call. Any of this can lead up to and including termination.
01/09/06	An IP Relay customer states this agent refused to dial a 909 area code and said it was out of the US. Customer states this agent then hung up on them. Customer attempted to dial into relay again and received the same agent and states this agent typed, "you don't place calls outside of the USA" and then disconnected the line. RCS apologized to this customer for the problems. No follow up requested.	01/09/06	Met with agent but did not remember the call. Informed agent that every call is to be processed without questioning the origin or destination of the call. Also coached the agent on the severity of hanging up on a customer.
01/10/06	Caller asked agent to dial directory assistance area code + 555-1212 and agent told caller that was an invalid number and disconnected the caller. Apologized to caller for the problem and filed the complaint. No follow-up required on this issue.	01/10/06	CA said he has not had any directory assistance calls for over a month and he did not have a call like this one. Reviewed procedure for handling requests for Directory Assistance.
01/11/06	Customer Complaint: Caller reported that around midnight he was calling his friend, but every time he came on the site (at least 5 times) this same CA would not dial the number, instead they would just introduce their number and just sit there like there was nothing to do, and then after a few seconds they immediately disconnected without the call even being made. Customer Service Response: Apologized for the inconvenience and thanked the caller for letting us know. Told him the report would be sent to the call center supervisor. No follow up requested.	01/11/06	Unable to resolve complain, agent no longer employed with this account.

01/11/06	Customer Complaint: Caller said he was disconnected from a call this morning when he was finished with one call that he made then he started to ask to speak to a supervisor. But, by the time he typed "super" he didn't get his full comment on the screen and the CA disconnected his call rather than connect to a supervisor. Customer Service Response: Apologized for the inconvenience and thanked him for letting us know. Told him the report would be sent to the call center supervisor. No follow up requested.	01/18/06	Supervisor met with Opr 6597 on 1/18/06 and discussed the occurrence. Went over proper procedures and opr understands to request for supv in the event of a technical issue or if customer requested. No phone number listed therefore further investigation is not possible.
01/11/06	Customer believes that CA is calling their house with prank calls. Customer feels agent kept number from an IP prank call they received and is now using the number to call them directly. Apologized to customer, informed him we would look into this ASAP.	01/11/06	This agent ID number is currently unassigned therefore further investigation is not possible. No F/U requested.
01/12/06	Sprint IP customer called to complain that the call disconnected before out dialing approximately 8:00 p.m. 1/12. Apologized. No follow-up requested.	01/12/06	Acknowledged the customer concern.
01/12/06	Sprint IP customer said she was calling her father and the operator kept saying my "prank call" was pretty pathetic and that I needed to get a life. She says operator then disconnected the call. Apologized. No follow-up requested.	01/12/06	Met with agent, and she stated that she does not remember this specific calls. Coached agent on the severity of not only talking on calls, but making comments specifically about the call, as if making fun of the customer. As well as disconnecting on a customer, which can lead up to and including termination.
01/13/06	Customer Complaint: Caller reports that Sprint IP with flash application is not loading the page. A little circle gets stuck and the customer cannot access the site. It never opens. Attempt to refresh the screen does not work. Customer Service Response: Entered Trouble Ticket #1009798 as requested by Mark Tauscher. Follow up requested.	01/13/06	Solution: This problem has been identified as the end user (because they sit behind a firewall or have a very stringent desktop security) does not have the ability to download the newer version of Macro-media that is needed. The initial screen load, it uses version 6 of Macro-media application but then the application must load version 7 or higher of Macro-media but in order to perform that function the desktop/user must have the authorization/permission to down that newer version. Therefore, this is a customer permission issue and the application is working per design.
01/15/06	Customer reports fraud through Sprint IP. She lives in OH, and is selling puppies. The Sprint IP caller stated she was from NY and sent a money order for \$800 more than the asking price. Caller wants customer to wire the extra money to a shipping agent. The customer wants Sprint to know its internet Relay is being misused. Thanked customer for letting us know. Explained value of Relay No follow up.	01/15/06	Educated customer on the difference in the state and internet Relay.
01/17/06	Travel agency reports fraud call through Sprint IP. They are located in NY; the caller wanted the international ticket sent to FL. There was a charge back on the credit card. Apologized. Explained Relay. No follow up.	01/17/06	Educated customer on the state and internet Relay.
01/17/06	Customer reports misuse of Sprint IP. She has a car advertised for sale. Through Sprint IP, a person offered more than the asking price without even seeing the car. The Sprint IP caller was going to have an agent pick up the car. Customer reports the money order mailed to them was counterfeit. Apologized for misuse. No follow up.	01/17/06	Educated customer on purpose of Relay services.
01/18/06	Customer called requesting that we prevent relay calls from reaching his number. Apologized to the customer for the inconvenience and frustration he is experiencing. No follow up is requested at this time.	01/18/06	Explained purpose of relay and that Sprint is prohibited by the FCC from blocking relay calls. Advised that if the calls are harassing or threatening that the customer could contact the local police and file a complaint with the FCC.
01/18/06	A CA caller called to complain that he had received fraudulent calls through Sprint IP. Caller stated that the person had called 3 other stores that he owned and was ordering 1000 spark plugs. Caller also stated that a supervisor came on-line and told him to call customer service to complain.	01/18/06	Apologized for the call and instructed caller what to do if he gets IP call again. Caller did not request follow up.
01/18/06	FL customer states obscene phone calls through Sprint IP. He demanded to have his number blocked from Relay. Apologized. Explained purpose of Relay. Provided number to FCC. No follow up.	01/18/06	Educated customer on Relay. Confirmed number for FCC.
01/18/06	Caller was displeased about Sprint IP Relay operators not receiving the phone number(s) entered. The automatic greeting, as the caller put it, "just sits there and does nothing." The caller hung up without providing any specific information.	01/18/06	Forwarding to appropriate account manager. Acknowledged the customer's concern.
01/18/06	Customer Complaint: Caller reported that the agent answered the call but sat there and did not say dialing etc. They typed to the agent to please follow dialing instructions, agent did not reply. Typed to agent several more times and no reply, so had to disconnect. Customer Service Response: Apologized for the inconvenience and explained that it may have been a technical issue. Told caller the report would be sent to the call center supervisor. No follow up requested.	01/18/06	Met with agent, but she did not remember this call. Advised agent on the severity of ignoring a customer's request to dial a phone number. This is not proper phone image, and it may lead up to and including termination.

01/18/06	Sprint IP customer reports giving credit card number waiting 30 seconds agent hung up customer concerned about credit card number being stolen by agent also reported agent was rude due to disconnect (apologized for problem advised complaint would be forwarded) Customer requests contact. (Advised customer of strict confidentiality Relay rules)	01/20/06	Send email to customer again. No response from customer after three time attempts. Case closed.
01/18/06	Customer Complaint: Caller reported that the CA was not very professional because he did not type the recording <i>that was reached. Typed only "Recording hung up"</i> . Customer made a comment to the CA and the CA responded by typing "Wow that's really a nice thing to say to someone that's providing a free service!!" Customer Service Response: Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. No follow up requested.	01/18/06	Supervisor discussed the complaint with the operator. Reminded him of proper call handling procedures and using professionalism during calls.
01/19/06	Customer states that the SprintIP call was disconnected twice. RCS response: Did apologize for the problem and assured that the complaint would be sent in as stated. Did also let the customer know that no other SprintIP disconnects were reported recently and the customer may want to check with their provider about the problem. Customer also requested Matt Gwynns email address and it was given.	01/20/06	Acknowledged with customer's concern.
01/19/06	Customer called to complain about numerous Sprint IP relay calls received at her business. The callers request blank t-shirts shipped overseas.	01/19/06	Apologized. Explained purpose of relay. Provided FCC number and suggested filing police report. No follow-up requested.
01/21/06	A CT Voice customer states they have been receiving prank calls through Sprint IP relay numerous times. RCS apologized, explained the service and referred customer to their local police department. No follow up requested.	01/21/06	Explained purpose of relay service.
01/22/06	Customer reported misuse of the Sprint IP Relay. Her daughter received a threatening call on her cell phone through Sprint IP. She wants to block the service. Apologized. Provided number to FCC. No follow up.	01/22/06	Educated customer. Explained why the call cannot be blocked. Encouraged customer to contact law enforcement.
01/22/06	A Sprint IP customer called to report that the agent did not follow his instructions to leave a message, and when the customer asked for a supervisor, the agent disconnected the call. Apologized for inconvenience. No follow-up requested.	01/22/06	Agent was reminded of the importance of following all customer instructions. The agent was also reminded of the consequences of disconnecting a call. The proper disconnect procedures were reviewed with the agent.
01/22/06	A voice customer called to report several Sprint IP calls regarding her puppies for sale. The last call she had, a supervisor interrupted the call and alerted her of fraudulent activity occurring via the Internet relay service.	01/22/06	Apologized. Explained purpose of relay. Provided FCC number and suggested filing police report. No follow-up requested.
01/22/06	Customer states the CA added her own words to the conversation. The CA added "will call police." The caller's party did not say those words. Apologized. Supervisor will be notified. Follow up requested. E-mail.	01/22/06	Discussed complaint with operator. Operator did not recall this particular call but states that she is aware that she is to read TTY without adding anything to the conversation. Email was sent to customer regarding the complaint.
01/23/06	Customer called to complain that she is receiving numerous prank calls through the Sprint IP relay.	01/23/06	Apologized. Explained purpose of relay. Referred to local police. No follow-up requested.
01/24/06	Caller said she is receiving fraud calls at her business for large orders of t-shirts with fraud calling card. Wanted to report this and wanted to know how to handle this call. No follow-up contact required on this issue.	01/24/06	Explained the FCC rules regarding relay calls
01/25/06	A NJ voice caller called to complain that he was receiving obscene calls through Sprint IP. Customer did not request follow up	01/25/06	Apologized and explained the relay service.
01/25/06	Customer complained that this agent has hung up on them numerous times, immediately after the CA's ID transmitted. Customer said they've had this happen at least a dozen times with this agent.	01/25/06	Met with agent, but did not remember the call. Coached agent on the severity of hanging up on a customer, which can lead up to and including termination.
01/25/06	Customer states that when using Sprint IP the line keeps disconnecting even before reaching the relay agents. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Rep also suggested contacting the computer provider to make sure computer is working properly. Call back requested via email	01/31/06	Send email to customer to request more detailed information about the problem. No customer response after three attempted contacts.
01/25/06	Customer stated the agent "very rudely" hung up on them.	01/25/06	Supervisor met with CA to discuss proper disconnect procedures. CA stated he is aware.
01/26/06	Caller said she reported a scam caller to police and police say they can't do anything because a crime has not yet been committed. And the credit card companies can do nothing as the cards have not been reported stolen. She is frustrated. No follow-up required on this issue.	01/26/06	Apologized for the problem and explained FCC rules about relay and gave the FCC number to report fraud.

01/26/06	Sprint IP customer called in to say agent only typed (recording) I'm sorry I didn't get your response (recording hung up) Customer asked agent, aren't you suppose to type what the recording said? Customer asked for the supervisor, and agent hung up on customer. Customer Service apologized to the customer and assured them this would be forwarded to the supervisor. Customer does not need follow up.	01/26/06	Met with agent, but she did not remember the call. Coached agent on the importance of always typing every recording verbatim, as well as the severity of hanging up on a customer.
01/27/06	SIP caller very displeased with the new SIP website layout, color, design and icons. Customer complains Sprint is not deaf blind respectful. Apologized, explaining there are help icons in the product information box on the right side of the screen. Customer did not appreciate this information. Let customer know I would inform the account manager for SIP. Customer does want contact.	01/27/06	Send email to customer to appreciate feedback.
01/30/06	Customer said when operator 2155M finished reading his dialing instructions he was immediately hung up on. Thanked the caller for the info and said we'd follow up.	01/30/06	Trainer met with agent who stated did not remember this call. Agent is aware of consequences if disconnect customer. No contact information provided therefore no further investigation can be done.
01/31/06	A Voice caller called to complain that she received a scam call through Sprint IP. Caller stated that the customer asked for a large quantity of Mary Kay products to be sent overseas using a fraudulent credit card. Customer did not request follow-up.	01/31/06	Apologized and explained relay service protocol.
01/31/06	A CA voice user called to complain that he was receiving calls through Sprint IP. Caller states that the callers call and tie up phone lines placing large orders using fraudulent credit cards. Customer did not request follow up.	01/31/06	Apologized and offered tips for dealing with fraudulent relay calls and educated caller on relay protocol.
01/31/06	Caller said at 10:32AM CST Sprint Relay Agent 9218M announced himself and sat there, did not follow dialing instructions and caller typed GA to announce themselves and then agent hung up. Caller wants to know if this was a transmission or routing error or agent issue. Apologized for the problem and let caller know that a supervisor/manager would contact them regarding this issue. Follow-up is required on this issue	01/31/06	Met with agent, and stated he would not have hung up on any customer. Agent also did state that on that day he had several Sprint IP calls come in, and then just drop. Coached agent on the importance of processing a call when a customer gives instructions to dial a number, as well as the severity of hanging up on a customer. Customer was contacted back with resolution.
02/01/06	Customer reports misuse of SprintIP. Customer explained that for the past two nights, their home has been harassed with Sprintip calls during sleeping hours. She wants to block Relay. Apologized. Explained misuse and the inability for RCS to accommodate her request. Provided number to FCC. No follow up.	02/01/06	Educated customer on value of Relay. Confirmed she had written down the correct number for FCC. Acknowledged the customer's concern.
02/01/06	CA 9175 did nothing for 5 minutes after customer gave number to dial out so customer hung up and had to redial. Apologized to customer and said will let supervisor know.	02/01/06	Met with agent, but he did not remember this call. Coached agent on the importance of always paying attention to the console when a call comes in. Ignoring a call is taken as if hanging up on a customer and it may lead up to and including termination.
02/01/06	CA 9389 was given number to dial and CA disconnected with no dial out or typing to customer -- apologized to customer and told them supervisor would be notified.	02/01/06	Met with agent, but she did not remember this call. Coached agent on the severity of hanging up on a customer, which can lead up to and including termination.
02/02/06	A Sprint IP customer called to complain that the agent did not properly relay the greeting as requested by the customer. The customer was calling to inquire about a job and the person at the job site became confused and hung up. When the customer asked the agent what went wrong, the agent disconnected. Apologized for inconvenience. Follow-up requested after 6 p.m.	02/06/06	Discussed proper relay procedures. Agent had notified supervisor previously that the system disconnected her call.
02/03/06	Truck parts business receiving Sprint IP fraud calls from Nigeria attempting to order with stolen credit cards large order of parts wants calls blocked (apologized for problem encountered advised FCC will not allow Sprint to block Relay calls customer will no longer accept Internet calls) Customer did not request contact	02/03/06	Educated customer on purpose of Relay
02/03/06	Customer Complaint: Caller reported that the CA did not follow instructions and did a sloppy job of handling the call. Requested that this CA did not handle any more of their relay calls. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	02/03/06	Supervisor met with operator to discuss complaint. Operator apologized and was updated on policy and procedures.
02/04/06	Relay customer called in to complain that while using Sprint IP, the CA did not dial the number he requested and hung up on him. Apologized for the inconvenience. Customer requested follow up via telephone.	02/04/06	CA was met with and coached on the correct procedure on dialing out a number in a timely manner. Customer was called and apologized for the inconvenience.

02/05/06	Customer reports misuse of Sprintip. The internet caller told the customer she had won 10 million dollars. She was instructed to immediately go alone to a specified location to collect her winnings. After some investigation she found out it was a fraud call. Customer wants to block Relay. Apologized. Provided number to FCC. No follow up.	02/05/06	Educated customer on Relay.
02/06/06	Sprint IP customer reports agent did not process conference call correctly after call had ended the <i>customer was told by a director that the Relay agent kept interrupting the conference call by asking for words/terms to be repeated</i> agent did not inform customer this was being done customer has made other conference calls via Relay and agent typed everything possible and typed (unintelligible) when the word/words could not be understood customer angry the call was not processed correctly (apologized for problem encountered) Customer requests contact via email ASAP	03/05/06	Met with agent, she did remember this call. Stated that she asked person to repeat because she was having difficulties <i>typing most of the information back to the customer.</i> Coached agent that during a conference call, agent is not allowed to get pace or ask the speaker to repeat things. Reminded agent that they are to type as much as possible back to the call during a conference call. Customer was contacted with resolution.
02/07/06	Customer states Sprintip is being misused. Her daughter has been getting obscene, harassing calls to her cell phone. She wants to block Relay. Apologized. Provided number to FCC. No follow up.	02/07/06	Educated customer on Relay.
02/09/06	Business received Sprint IP fraud call caller requested more info regarding fraud calls via Sprint IP due to the Relay supervisor advising the call may be fraudulent (apologized to customer for problem encountered customer appreciative of being alerted because the credit card had already been run and approved customer will no longer accept Internet Relay calls provided customer with FCC phone number and website customer will file complaint with FCC) Customer did not request contact	02/09/06	Educated customer on purpose of Relay
02/12/06	A customer called to complain that she received a very vulgar prank call through the Sprint IP relay. She is afraid her young children may answer similar calls. No follow-up requested.	02/12/06	Apologized. Explained purpose of relay.
02/12/06	Customer states the agent left an interesting message that he had not relayed. The message content was not verbatim. Apologized. No follow up.	02/12/06	Unable to resolve complaint, agent number assigned has not been used in over 3 months.
02/12/06	A Sprint IP customer called to report that the agent did not dial out the number provided, and after a long delay, disconnected the call. Apologized for inconvenience. No follow-up requested.	05/09/06	Issue and proper call handling procedure was discussed with OPR. OPR followed appropriate disconnect procedure. Possible technical issue has been noted.
02/15/06	Customer reports misuse of SprintIP. The internet Relay calls come at all hours, day and night. They are harassing and sometimes threatening. Wants to block Relay. Apologized. Encouraged customer to contact law enforcement. Provided number to FCC. No follow up.	02/15/06	Educated customer on value of Relay services. Confirmed number to FCC.
02/15/06	Sprint IM user complains agents hung up on them two times today.	02/15/06	Contacted customer to get more information about disconnection. Customer says relay oprs, they cut customer off in like 10min in right middle of conversations... they cut her off by saying.... thank you for using relay.. disconnecting blah blah .. Me and another party didn't even say bye umm it happened around 10am pst...It was on her personal computer (pc) with AOL service. Thanked customer for the information.
02/15/06	Sprint IM caller complains they were disconnected twice by relay when making calls. Apologized, explained if "end" or "sksk" is typed in a conversation it will automatically disconnect. Let customer know I would inform the agent supervisor. Customer does want contact from account manager.	02/15/06	Reassign to Account Manager. This was a system disconnect, not agent error. Same customer on other ticket. Sent email to customer.
02/15/06	CA 7101 was overwhelmed with a recording and hung up on customer. Apologized to customer. (Note: This SIP customer never used GA and there were 30-45 seconds delays between messages.)	02/15/06	Agent is knowledgeable with use of record features. While the agent does not recall this particular call, it is possible that call end procedures were followed when no response was received from the user at the end of the recording. The agent will alert a supervisor in the future if there are difficulties with a recording or system feature.
02/16/06	Voice customer received Sprint IP fraud call from Nigeria attempting to purchase roll top desk listed in local newspaper want ads attempting to send cashiers check for \$\$\$\$ more than selling price (apologized for problem will no longer accept Internet Relay calls declined FCC info) Customer did not request contact	02/16/06	Educated customer on purpose of Relay
02/16/06	Computer business receiving Sprint IP fraud calls attempting to order very expensive computer related equipment (apologized for problem customer appreciative of Sprint supervisor advising the call may be fraudulent will no longer accept Internet Relay calls) Customer did not request contact	02/16/06	Educated customer on purpose of Relay

02/17/06	Customer states that they were talking to a friend and there was an agent change. As soon as the new agent started processing the call, the customer states that the new agent hung up on them. Apologized to the customer. Informed the customer that we would forward this to the appropriate supervisor and the agent would be spoken to about this. No follow-up requested.	02/17/06	Spoke with CA regarding this complaint. Coached CA to wait for floor supervisor to witness and document the disconnection if no response is received from the customer. If another similar incident occurs in the future without any documentation, the incident may warrant corrective action.
02/17/06	SprintIP customer called in to say that the opr dialed 800 number, they missed almost the whole recording. Then when I tried to tell them to get a live rep agent said (ans machine hung up) GA and then disconnected my call. Customer Service apologized to the customer. Customer does not need follow up.	02/17/06	Coached Opr. on proper call handling.
02/19/06	Customer reports fraud through SprintIP. She received postal money orders that were turned over to authorities. The fraud caller continues to contact the customer to wire funds. Apologized for misuse. Provided number to FCC. No follow up.	02/19/06	Educated customer on value of Relay.
02/19/06	A voice customer called to complain that she received a very obscene call through the Sprint IP relay service. Apologized. Explained purpose of relay. Follow-up requested.	02/19/06	Contact with customer via email. No response after three attempts to contact customer. Case closed
02/20/06	Pharmacy reports fraud through SprintIP. The caller wants large quantities and attempts to pay for the orders with stolen credit card information. Provided number to FCC. No follow up.	02/20/06	Educated customer on Relay. Faxed tip sheet. Confirmed number for FCC.
02/20/06	Customer reports harassing calls through SprintIP. Customer states she was frightened, knows no deaf and wants to block Relay calls. Explained misuse of our service. Provided number to FCC. No follow up.	02/20/06	Educated customer on value of Relay.
02/22/06	Sprint IP customer was upset that the operator did not answer his question during Relay. During Relay the Sprint IP customer asked in parenthesis (Relay was there an option for technical support). The IP customer was already talking to the Outbound customer so the operator voiced this to the Outbound and typed in parenthesis (CA is not able to participate in the conversation please direct your questions to the caller). I explained to the customer that the operator followed correct procedure and is required to remain transparent during Relay. He was not satisfied and said that he would talk directly to Jim about this. He did not want to leave his name or number.	02/22/06	CA followed correct procedure Customer did not want follow up from us
02/22/06	Law enforcement reports fraud through Sprint IP. He requested cooperation. Explained procedure with subpoena and Corporate security. Provided number to FCC. No follow up.	02/22/06	Educated customer on the difference between internet Relay and the State Relay. Law enforcement will proceed with investigation. Acknowledged law enforcement request.
02/22/06	Sprint IP customer reports agent disconnected call while he was typing the second number he wanted to call customer states agent didn't follow proper procedure when the first person that he called disconnected and agent typed "person hung up (ID #) GA or SK SK SK SK SK" then typed "no response (ID #) disconnecting SKSK" and disconnected (complaint taken by an agent for Customer Service) Customer requests contact via email	02/24/06	Issue discussed with MA OPR. Contact forwarded to Matt Gwynn for e-mail follow-up to customer. E-mailed customer as requested.
02/22/06	Customer Complaint: Customer emailed to Relay Customer Service group email: "I'm extremely disappointed in the Sprint IP relay service. YUCK! This is NOT the first time, but it seems like when I use this to make calls, I'm constantly getting disconnected. Customer attached screen shot from last call. Customer Service Response: Replied to email thanking customer for letting us know and told her trouble ticket would be entered (TT#1214605). Forwarded the email to Account Managers, also provided acct. mgr. email address. Apologized for the inconvenience. No follow up requested.	02/22/06	Spoke with CA regarding call & tracking Sprint IP disconnects that are odd per our tech's request.
02/22/06	Customer states that this agent disconnected the call before dialing out. Customer was not sure if it was agent error or technical difficulties and wanted it checked out. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	05/09/06	Issue was discussed with OPR. OPR said red "inbound caller disconnected" box popped up. Appears to be a technical error.
02/25/06	Agent 6450 started typing recording and then disconnected call. Agent hung up on customer. Apologized to customer.	02/25/06	Coded as IP Relay disconnect per procedure -- spoke with agent and agent said call had disconnected from her screen.
02/25/06	A Voice MA customer states their daughter is continually receiving harassing internet relay calls. No follow up requested.	02/25/06	RCS apologized and referred this customer to their local police department.

02/26/06	A Sprint IP customer called to complain that she has received numerous disconnections over the past month. She uses a PC, a laptop, and a Sidekick, and the problem occurs with all three devices. Apologized for inconvenience. Opened TT 1233441. Follow-up requested.	02/26/06	Trouble ticket: placed test calls using INTERNET relay and was unable to reproduce the problem as reported by the customer. Send detailed email to customer to advise customer to get more information about future disconnections. No response from customer. Case closed.
02/28/06	Business owner reports fraud through SprintIP. The caller insists on having generator parts sent outside of the country. The caller is persistent, calls often and wastes their time. Wants to block internet Relay. Apologized. Provided number to FCC. Faxed Tip Sheet. No follow up.	02/28/06	Educated customer on value of Relay services.
03/01/06	Customer reports misuse through SprintIP. The customer has puppies for sale. The internet caller is mailing a money order for than the asking price, etc. Customer is uncomfortable supplying any more personal information to the caller. Recommended she make a police report. Provided number to FCC. No follow up.	03/01/06	Educated customer on value of Relay services.
03/01/06	Customer was in severe pain and calling to her doctor through Sprint IP when the call disconnected. When calling back to relay the customer could not get through to another agent. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	03/02/06	Acknowledged the customer's concern.
03/02/06	Sprint IP customer reports disconnection problems with Sprint IP customer reports being disconnected and/or typed response stops middle of call most recent disconnect/response problem occurred 3-2-06 at approx 1:30P CST (apologized for problem customer did not have agent ID while RCS on line with customer via Sprint IP CS the customer stopped typing customer did not respond when I typed to them 3 times then customer called back reaching another RCS Rep and reported the typing stopped via RCS advised customer they need to check their system for problems causing the disconnected or typing to stop customer requests complaint be filed with management) Customer did not request contact	03/05/06	Passed information to business development.
03/02/06	SIP caller complains there is delay in the transmission of messages from receiver to them on their calls. Apologized, explained I will give information to the account manager to further investigate this issue. Contact with resolution wanted.	03/02/06	Send email to customer to get more detailed information. Received emails from customer and expressed frustrated with disconnections issues. Explained customer that we are working to resolve it. Customer thanked for response.
03/03/06	Voice customer receiving numerous Sprint IP harassment calls wants to trace calls (apologized for problem provided info to trace call advised IP address only calling from number not available) Customer did not request contact	03/03/06	Educated customer on purpose of Relay
03/04/06	Sprint IP customer states they were disconnected 3 times during a call to the TV repair. Customer is extremely mad and said they have not had any problems until today. Customer did not have the OPR number during the call Customer Service apologized to the customer and turned in TT 1268716. Customer would like follow up via email.	03/04/06	Trouble ticket: unable to duplicate problem with SprintIP at this time. no further reports of disconnect issues from other Sprintip customers at this time/ Send detailed email to customer and thanked customer for time to share concern.
03/05/06	A Sprint IP customer called to report that she was disconnected in the middle of her call. She was using a Sidekick 2, and the IM function. Apologized for inconvenience. Opened TT 1270991. Follow-up requested.	03/05/06	Send email to customer and explained that we have some technical problem with disconnections and advised customer to continue feedbacks on disconnections. Thanked customer for time and input for problem.
03/06/06	When customer originally placed call, CA informed line was busy. Customer instructed to wait for live rep. CA sent "One Moment Please". Customer waited 6 minutes. States CA did not keep her informed by indicating "holding". Customer asked CA if still holding, CA did not respond. Customer states after 8 minutes asked for a supervisor and call was disconnected. Customer wants follow up via email.	03/06/06	Agent does not remember call. Coached on the importance of keeping customer informed. Sent e-mail letter to jahknee21@aol.com: I am writing in regards to the complaint that was filed on Monday, March 6th with Customer Service. I understand that you were concerned about an agent keeping you on hold and not responding after 14 minutes of call time. I spoke with the agent regarding the call and let her know the importance of keeping you informed. She was not familiar with the call in question, but I coached her on sending the (HOLDING) macro and responding when prompted. I apologize for any inconvenience this may have caused you.
03/06/06	Customer states that the agent erased their opr # and erased (number you are calling to please) from the screen. The customer states that after erasing this info, the agent disconnected the call.	03/06/06	Met with CA. She said she did not erase operator number or disconnect customer. Coached CA on consequences of this type of action and CA is aware of proper procedure.

03/06/06	Sprint IP customer states Agent 6137F did not follow the instructions when redialing to leave a MSG. Agent should have asked for the specific persons voice mail, customer had to ask for the specific persons voice mail on the redial to the receptionist. Customer believes this made the call go slower than necessary. Customer Service apologized to the customer. Customer would like follow up via email.	03/06/06	Coached agent on proper procedure. Sent e-mail to customer: I am writing in regards to the complaint that was filed on Monday, March 6th with Customer Service. I understand that you were concerned about an agent not following your instructions when redialing to leave a message. I spoke with the agent regarding the call and let her know the importance of following your directions. In the past we were not able to ask for a specific answering machine when redialing to a business unless specifically instructed, but that has since been changed because it did not meet our goal of functional equivalency. We understand that asking for a specific answering machine to leave a message...
03/06/06	Sprint IP customer has been getting disconnects since yesterday on Sprint IP. Apologized, TT 1277374. No Follow-up requested.	03/06/06	Trouble ticket: This is a known issue that is being examined. This ticket is being closed because not because the issue is resolved but because it is a known issue that solutions are being explored
03/07/06	A FL voice caller called to complain that he was receiving fraudulent calls through IP relay. Caller states that he received a fraudulent money order and that the customer wanted him to ship furniture to England. Customer did not request follow up.	03/07/06	Apologized for the problem explained relay protocol and gave FCC number and website.
03/07/06	Agent 6450 hung up on me after 16 minutes into call. I kept typing are you there are you there and they would not respond and then they just hung up.	03/09/06	IP Disconnect -- agent saw call hang up while she was typing.
03/08/06	Floral business received Sprint IP fraud call supervisor advised may be fraud call (apologized for problem provided info regarding fraud calls via Internet Relay customer will no longer accept Internet Relay calls from any source) Customer did not request contact	03/08/06	Educated customer on purpose of Relay
03/08/06	Pharmacy receiving Sprint IP fraud calls attempting to order diabetes products wasting time of busy pharmacy (apologized for problem provided info regarding Internet and state Relay pharmacy will no longer accept Internet Relay calls) Customer did not request contact	03/08/06	Educated customer on purpose of Relay
03/08/06	Customer reports fraud through SprintIP. The customer explained that the caller wanted furniture and provided inaccurate card information. Their business put furniture charges on a stolen credit card and is dealing with tremendous loss. Provided number to FCC. Encouraged customer to work with law enforcement. No follow up.	03/08/06	Educated customer on value of Relay. Explained that we would be happy to assist further and are available 24 hours a day.
03/09/06	Voice customer received Sprint IP fraud call customer selling dog contacted by Sprint IP caller who sent counterfeit money order \$\$\$\$ over sales price requesting overage be sent to shipper in England customer wants calls tracked and prosecuted (apologized for problem customer will contact FCC regarding fraud via Relay services) Customer did not request contact	03/09/06	Educated customer on purpose of Relay
03/09/06	A Sprint IP customer was disconnected from his outbound party without his permission. Customer asked operator to hold, and the operator held for some time, then without warning typed "No response CA 1505F disconnecting) SKSK". Apologized for inconvenience. Customer sent us a copy of the conversation confirming this incidence, available in customer service records. Follow-up requested.	03/09/06	Sent an e-mail to the customer to apologize for disconnecting during a call. In meeting with the CA and the TL who assisted with the call, inbound caller put the OB on hold and left the line. The OB was waiting for the IB to come back. CA did say the caller never responded when the VOICE asked if they were still on the line. The OB then hung up. Another CA came over to relieve this CA and was informed that a disconnect was okay to do since the OB hung up and the IB was not responding. CA was quizzed on correct procedure and understands everything heard is typed. CA also understands correct disconnect procedure when there is only an IB as well as disconnect procedure when there is an OB and an IB customer.
03/10/06	Customer receiving Internet calls for merchandise. Apologized, gave FCC website, sent information. No follow-up requested.	03/10/06	Informed customer regarding Internet calls.
03/10/06	Heavy equipment company receiving many Sprint IP fraud calls for past year attempting to order heavy equipment with stolen credit cards (apologized for problem provided info regarding Relay customer declined FCC number customer will no longer accept Internet Relay calls) Customer did not request contact	03/10/06	Educated customer on purpose of Relay
03/10/06	Book store receiving Sprint IP fraud calls (apologized for problem provided info regarding Internet Relay) Customer did not request contact	03/10/06	Educated customer on purpose of Relay
03/10/06	Marine business receiving Sprint IP fraud calls requests all be stopped most recent calls provided ship to address in United States customer has contact law enforcement (apologized to customer provided FCC website and phone number customer will contact and file complaint customer will no longer accept Internet Relay calls) Customer did not request contact	03/10/06	Educated customer on purpose of Relay

03/12/06	A person called to report a fraudulent Sprint IP call received about his vehicle for sale. The "buyer" said he would send a certified check, but the call was interrupted by a supervisor, warning of possible fraudulent activity. No follow-up requested.	03/12/06	Apologized for misuse of service. Explained purpose of relay.
03/12/06	Customer explained she asked the operator to redial, and the operator typed back "no thank you" and disconnected the line. Customer said she has always had good responses in the past and was puzzled why the opr treated her rudely. Customer states she is reporting the problem to ensure he doesn't do it to others. Apologized. Supervisor will be notified. Follow up requested.	04/27/06	Followed up with caller. Opr. was extensively coached on mishandling of call.
03/18/06	Person selling a horse has lost money from a fraud call on Sprint IP. Apologized. No follow up requested.	03/18/06	Informed customer regarding internet Relay calls.
03/19/06	Caller asked why? Supervisor explained that they did not know for sure, but if there is 3 minutes without a response and no one else is on the line, the operator can release the phone call.	03/20/06	Team leader met with CA and found that CA had followed procedure. The CA waited for a response, after 30 seconds typed SK SK, waited another 30 seconds typed SK SK again and disconnected as per procedure. A supervisor was requested to assist with the no response and procedures were followed.
03/20/06	Business getting Sprint IP calls. Apologized, gave FCC website, and sent information. No follow-up requested.	03/20/06	Informed customer regarding relay calls. Acknowledged the customer's concern.
03/21/06	Voice customer receiving Sprint IP fraud calls attempting to purchase puppies (apologized for problem encountered) Customer did not request contact		Educated customer on purpose of Relay
03/21/06	At approximately 642 pm (3/20) the customer stated that this agent 2222 M "disconnected call for no reason. The caller did not elaborate and disconnected. No follow up necessary.	03/21/06	Supervisor met with agent who stated he would never disconnect a call. Agent demonstrated knowledge of the consequences of disconnecting calls. No f/u requested, therefore, further investigation is not possible.
03/21/06	A Sprint IP customer called to report disconnections by two different agents located at two different centers. Apologized for inconvenience. No information was provided to complete a trouble ticket. No follow-up requested.	03/21/06	Acknowledged customer's concern.
03/21/06	At approximately 642pm (3/20) the customer stated that this agent 5138F "disconnected call for no reason. The customer did not elaborate and disconnected. No follow up necessary.	03/21/06	CA coached on proper procedure.
03/23/06	A customer called to complain she has received several Sprint IP calls that appear to be fraudulent. They call asking for large quantities of items she does not have in stock and want to charge it to a credit card. When she asks for a name and address, the caller hangs up. Apologized. No follow up requested.	03/23/06	Explained purpose of relay. Provided FCC number.
03/23/06	A Sprint IP customer called to complain that the agent disconnected after the first call was made. The caller wanted to make a second call but could not. Apologized for inconvenience. No follow-up requested.	03/23/06	Agent does not remember the call or remember having any problems with calls disconnecting. Reviewed proper disconnect procedures with the agent and reminded the agent the consequences of not following said procedures.
03/23/06	Caller said the told agent they were dialing into a conference call and agent never did dial the number. Caller was very disappointed that he missed his conference call. Apologized for the problem. Follow-up not requested on this issue.	03/23/06	Agent coached regarding conference call procedure. Agent said they did dial the call, and received help from support staff to begin the call. Outbound party chose to disconnect and then the inbound party disconnected.
03/23/06	Customer said that agent 7634F was rude and interrupted saying "I don't care" and disconnected the call. Apologized to customer and thanked them for informing us. No follow up requested.	03/23/06	Agent does remember having some problems the day this complaint was filed, however she did inform a supervisor of the problems. The agent was reminded of the importance of remaining transparent at all times and the consequences of not remaining transparent. Agent understands and will continue to get a supervisor in the future.
03/23/06	Sprint IP customer calling to an 877 number and reaching a recording that says "we are sorry all circuits are busy please try your call again later" Customer states they are able to reach this 877 using VRS and our competitors. Customer is using both Sprint IP and Sprint IP with AOL and can not reach the 877 number. When Customer Service asked them what number they are calling from they gave the 866 number where they can be reached, would not give a specific number where they are calling from. Customer Service apologized for the problem and turned in TT. Customer would like follow up via email or telephone.	03/23/06	Pass to business development to investigate. Tech ticket result: As it turns out, this 800 number belongs to Sprint. Test calls were made with Sprint translations, who routed the call to by-pass the SBC, access tandem here in KC. The call was still blocked with ID 60. Tech worked to find out exactly where the block is occurring as it appears to be at the terminating end, either with Sprint or local telephone company that Sprint hands off to. Left email to customer to explain and wait for further response. Received email from customer and customer still has experience with 877 problems. Sent customer more information and customer don't want to be follow up further. Unable to resolve due to insufficient information from customer
03/24/06	Customer states they called in and gave the CA a number to call and CA 6308 did not respond or dial call. Customer states CA then disconnected his call. Informed customer information would be forwarded to the CAs immediate supervisor and thank them for the feedback. No followed up requested.	03/24/06	Spoke with agent and coached agent on proper procedures.

03/26/06	A Sprint IP customer called to report that on two separate calls she experienced significant garbling. The last time, the call was disconnected. Apologized for inconvenience. Follow-up requested.	03/26/06	Could not able to reach customer due to error email address. No alternative contact available for customer.
03/27/06	An OK customer called to report numerous attempts to purchase merchandise from her store using invalid addresses. No follow-up requested.	03/27/06	Apologized. Explained purpose of relay. Suggested accepting non-Internet relay calls only.
03/27/06	Person using SprintIP was disconnected. Apologized, TT 1390490. No follow-up requested.	03/27/06	Ongoing investigation on disconnection. No customer information available. Passed this information business development for investigation.
03/27/06	A Sprint IP customer states this agent did not follow their instructions. Customer states, "I asked the agent not to type the answering machine message and then to redial 5 more times...the agent pressed the "redial macro" like 20 times and then I asked for a supervisor and the agent said she was the supervisor. The agent refused to put a supervisor on the line". RCS apologized for this problem. No follow up requested.	03/27/06	Agent recalls this. Customer reached answering machine. Agent typed answering machine at which point customer said not to type the message and to redial five times. Agent redialed and sent message each time that answering machine hung up. The customer then hung up on the fourth out dial.
03/28/06	A voice customer called to report she is receiving calls from someone through Sprint IP wanting her to ship "300 pieces" of auto parts overnight. No follow-up requested.	03/28/06	Apologized for misuse of service. Explained purpose of relay. Discouraged her from continuing with transaction.
03/28/06	Caller said agent disconnected his call. Apologized for the problem and opened TT ID 1399720. No follow-up required on this issue.	03/28/06	Ongoing investigation on this issue. No customer information available to follow up.
03/29/06	A Sprint IP Relay customer states they have been receiving harassing phone calls through our service. RCS apologized, explained our services, referred customer to their local Police Department and also referred customer to the FCC. No follow up requested.	03/29/06	RCS apologized, explained our services, referred customer to their local Police Department and also referred customer to the FCC.
03/29/06	Pharmacy receiving Sprint IP fraud calls attempting to order \$2500 diabetic products (apologized for problem encountered) Customer did not request contact	03/29/06	Educated customer on purpose of Relay
03/29/06	SprintIP caller complains operator had problem with 2 calls, and once the person answered the phone, the operator left them abandoned for 2 or 3 minutes, so they had to disconnect. Apologized and thanked customers for letting us know, explaining I would be sure to let the supervisor know for follow up with the agent. No contact wanted.	03/29/06	Spoke with agent and coached on proper procedure.
03/31/06	Sprint IP customer states using sprint IP OPR 6028F customer waiting for 2.25 minutes before typing "Hello is there a problem?" next few seconds see typed "ringing etc" and customer gave the MSG, OPR typed GA GA GA GA GA customer was surprised. Then customer's staff said they did not understand what the customer was saying. Customer service apologized to the customer. Customer would like follow up via email.	03/31/06	The CA was followed up with by her supervisor. Did not remember the call, but was advised that it was inappropriate to continue to type GA GA GA to the customer and to wait so long before responding. Tried emailing customer at email address provided, the email address came back as being invalid. No phone number provided.
04/02/06	A Sprint IP customer called to complain that the agent disconnected the call when the customer asked her to redial. Apologized. Follow-up requested.	04/02/06	Agent does not remember call and apologized for making the mistake. Agent was counseled that calls can not be disconnected. POC emailed customer and apologized for inconvenience.
04/02/06	A Sprint IP user said he gave instructions and the number to dial to the relay operator, and did not receive any response. Then she disconnected the call. Apologized for inconvenience. Follow-up requested.	04/02/06	Met with CA and CA did not remember having any disconnecting issues. Could have been technical and CA knows never to disconnect on a customer. Emailed customer, as requested. Problem appears to be technical issue. Apologized to customer for the inconvenience; asked them to contact us again if problem persists.
04/04/06	Internet user wanted CA to explain Relay to the voice user. Apologized to customer. No follow up required.	04/04/06	CA attempted to explain relay but voice user hung up before CA was able to explain. Coached CA on keeping inbound user properly informed.
04/05/06	Paint/sandblasting equipment company receiving Sprint IP fraud calls from Nigeria using stolen credit cards (apologized for problem encountered) Customer did not request contact	04/05/06	Educated customer on purpose of Relay
04/06/06	TX voice customer called to say they are a school that received a threat through the relay service. Customer wanted to know how to find out who it was. Customer Service apologized to the customer. Customer does not need follow up.	04/06/06	Customer Service educated customer on Relay policies.
04/06/06	SprintIP user complains agents do not provide complete information from her voicemail, and even erase entire messages preventing her from obtaining them. Apologized, requesting customer to provide agent ID from greeting in case this occurs again, so we can address the issue. Customer does want contact.	04/06/06	AM don't have access to this customer information so AM could not able to follow up with customer.
04/09/06	Customer reports fraud of SprintIP. Customer is selling puppies and we were scammed by someone she thought was deaf. Apologized for the misuse. Explained Relay. Provided number to FCC. No follow up.	04/09/06	Educated customer on Relay.

04/09/06	A Sprint IP customer states this agent hung up on them during their conversation. RCS apologized to this customer. No follow up requested.	04/09/06	Sprint IP is experiencing problems with disconnects. This is a technical issue that is being investigated. No customer follow up requested.
04/09/06	A Sprint IP customer states this customer did not dial out the number they requested and then hung up. RCS apologized to this customer. No follow up requested.	04/09/06	Agent does not recall an incident like this. Sprint IP has been having problems with disconnects. This may be related to that. Agent said she would never intentionally a customer.
04/09/06	Customer reports disconnect from SprintIP on 4/9/06 at approximately 9 AM while using Road Runner. Apologized. TT 1466125 was opened. Follow up requested.	04/09/06	Trouble ticket status: Checked with the technician on duty and she confirmed that this agent worked from 12:00PM - 8:00PM on 4/9/06. Therefore, this agent could not have processed the call in question. There may have been a technical error at the position. Received email from customer and could not make duplication problem. Customer agreed that will provide me more detailed information on SprintIP issue.
04/10/06	SI customer is having trouble with being disconnected from the relay opr. This happened again this morning with OPR 7802F. Customer states this is happening with increasing frequency and cant tell if the issue is on their side or our side, since all computers are still connected via DSL. Customer has 2 computers and uses them at the same time and talks on a third line. Customer is using desktop dell dimension with Windows XP and has high speed DSL connection. Customer Service apologized for the problem. Customer would like the Account Manager to contact them via email. TT 1470462 turned in today. TT 1455779 was turned in on 4/6/2006.	04/10/06	Waiting for trouble ticket and passed info to business development. This is a known issue that technician is working on. Currently observing the issue. Performed Call Detailed Report search and did not identify any calls where this agent had processed the calls at hand. Technician has been notified of this issue and is working for a solution. Send email to customer and explained that we are very aware and advised her to continue to provide inputs with problems. Customer response was that she was satisfied with explanation.
04/13/06	Pharmacy receiving fraud calls via Sprint IP attempting to purchase diabetic products with stolen credit card and stolen shipping company labels (apologized for problem provided FCC phone number & website) Customer did not request contact	04/13/06	Educated customer on purpose of Relay
04/13/06	Sprintip user complains each time he tries to save the conversation, but the screen freezes. Apologized for the problem and referred to account manager for advice. Customer does prefer contact.	04/13/06	Was not able to send email to customer due to wrong email address.
04/13/06	Caller receiving garbled message through Sprint IP. Apologized for the problem and opened TT ID 1496229. Follow-up required with customer.	04/13/06	Observed several calls. Did not observe any calls that experienced garbling. This position is functioning correctly and not experiencing excessive garbling, which means that the garbling most likely originated out of the relay center. Tech received the fax for this call and it does show garbling. However, the fax does not show the origin of the garbling. Unable to make duplicate problem. Send email to customer and advised customer to send me more detailed information when customer face similar problem again. Customer understood and will provide me detailed information if she confront similar problem.
04/14/06	Law enforcement reports investigation for company who lost \$\$\$ due to Sprint IP call from Nigeria ordering 10 sets of golf clubs (apologized for problem provided FCC phone number & website) Customer did not request contact	04/14/06	Educated customer on purpose of Relay
04/15/06	Sprint IP customer getting disconnected. Apologized. Follow-up requested.	04/15/06	Contacted customer and discussed about disconnection issue. Advised customer to provide me more detailed information when customer get similar problem again. No response from customer after three attempts.
04/17/06	A NC customer called to complain that he has been receiving numerous Sprint IP relay calls, asking him about his scooter for sale. They want merchandise shipped to Nigeria. This customer has spoken with the FBI and they are trying to track down the individual making the calls. Apologized for misuse of service. Explained purpose of relay. Offered FCC number. Customer will ask FBI to call back if they wish to pursue further. No follow-up requested.	04/17/06	Acknowledged the customer concern.
04/21/06	Customer Complaint: Caller using IP Relay reports that his calls are many times disconnected during the ringing or never connect. Customer Service Response: Apologized for the inconvenience and told the caller that a trouble ticket would be entered to the technician. Thanked him for reporting the problem. (TT #1541882) No follow up requested.	04/21/06	Research by technician indicates that this agent had dialed and connected to outbound numbers on all IP calls. While the exact cause of the disconnect in this case is unknown, it can be assumed to be system and technical.
04/21/06	Sprint IP customer experiencing disconnects at approx 1 PM CST on 4-21-06 customer logged completely out of applications and accessed Sprint IP website again with the same results customer also unable to print conversations customer accessing Sprint IP website from home computer (apologized for problem encountered advised complaint would be forwarded to management) Customer requests contact via email	05/26/06	Contacted customer via email for detailed information. No response after three email attempts.

04/21/06	SPRINTIP user complains his calls disconnect, thinks it may be agents hanging up but not sure. Apologized for the problem. Customer was unable to provide information for TT, let the customer know I will inform the account manager. No contact wanted.	04/21/06	Acknowledged the customer's concern.
04/24/06	An SRO customer called to complain that this agent waited three and a half minutes before she finally dialed out. The customer had to keep asking if she was there. Apologized to customer and said this would be forwarded to supervisor. No follow-up requested.	04/24/06	5/5/06 TL Ray Perez: Agent doesn't remember call. Told to contact supervisor if have any problems with any calls.
04/24/06	A customer called to complain that she was disconnected from Sprint IP several times, the last time being 4/24 while calling a business to reach a live rep. Apologized for inconvenience. Offered to have account manager call. Follow-up requested.	04/24/06	Send email to customer and explained about disconnection and customer understood.
04/24/06	Sprint IP customer getting disconnect during his call. Apologized, TT 1553004. Follow-up requested.	04/24/06	Trouble ticket had not been solved. Send email to site tech and customer representative. Tech and Customer Service representative were unable to contact the customer. Tech hoped that the customer would contact customer service again so that could check the device settings that the customer was using. Test calls using customer dialing information provided and test calls did not duplicate the problem as reported. LATA test calls simulate calling from customer dialing area through the switch the customer uses. Customer did not respond via call or emails.
	Sprint IP customer experiencing disconnect problems from work place customer relies on Sprint IP to make work related calls most recent problems: 4/24 at 4:13P with NM agent disconnect 4/24 at 4:05P when message was transmitted as small squares in middle to conversation no CA 4/25 11:45A calling to Relay Customer Service from Sprint IP and disconnected after reaching Customer Service rep (apologized for problem customer has been using Sprint IP since October 2005 then began having problems January 2006 and problems have steadily gotten worse customer calling from work computer, not sure if problem could be work computer system related Customer requests contact via email	04/26/06	Send email to customer for detailed information. Got response from customer for some information and forwarded to business Development to investigate further. Wait for further resolution. Informed customer that there is pending and take time to do research and advised customer to continue information to us. Customer understood.
	Customer Complaint: Caller reported that during a call to Shell Credit Card they had been paying the bill and already provided the check number and everything, but then the typing stopped or froze and they never finished the reply. They waited a long time, but the call did not disconnect and did not send the "line disconnected" information, just no further typing. Customer Service Response: Apologized for the inconvenience and told them the report would be made. Advised them to call back to the company to confirm that they had received the check number information for the bill payment. No follow up requested.	04/26/06	5/3/06 - Supervisor was called over to observe call. Agent was typing and in the middle of the call there was no further response from caller. Supervisor gave permission to disconnect call.
04/25/06	A Sprintip customer called to complain that agent did not follow their dialing instructions to let the phone ring 3 times and then disconnect and indicate whether or not answering machine was reached. Apologized for problem. Caller did not request follow-up.	04/26/06	Met with CA and coached to always follow customer instructions and keep customer informed.
04/26/06	A Sprintip caller called to complain that she made two calls through SprintIP and during the first call got no response then during the second call got a lengthy delay followed by the message "your call has been disconnected thank you for using SprintIP" Apologized for the problem. Customer does request follow up.	04/26/06	Send email to customer for detailed information. No response from customer after three attempts thru emails
04/26/06	A Sprint IP customer called to complain that the line was disconnected after the customer left an answering machine message. The customer was going to make another call. Customer said "IP Relay is better than yours." No follow-up requested.	04/27/06	Apologized for inconvenience.
04/26/06	Sprint IP customer had problem during a call on 4-26-06 at 6:15 PM. Customer said they dialed an 800 number and the first CA 6004F everything was fine, had long conversation, then CA 6074F came on the line and after a while customer got nothing. Customer states they waited and waited and asked relay if they were still there, relay did not respond even though the call was not disconnected. Customer waited but had no choice but to hang up. Customer has printout of the call if you need it. This complaint came through Customer Service email from the Account Manager.	04/27/06	Solution investigating problem, info has been sent to T&I
04/27/06	Voice customer reports receiving Sprint IP fraud call from Nigeria attempting to purchase bicycle for sale (apologized for problem) Customer did not request contact	04/28/06	Educated customer on purpose of Relay

04/27/06	Agent 5212 was "making fun of" Sao's outbound party that has Toilette's Syndrome. Call was placed Tuesday between 3:33 - 6:00 PM. No specific details of the harassment were indicated by caller.	04/28/06	Spoke with CA regarding call. CA does not recall this call specifically. CA understands proper call etiquette.
04/28/06	Sprint IP customer reports not reaching Relay Opr. customer types number and attempts to connect with Relay but the call status does not flash for connecting customer experiencing problems with Sprint IP from work for the past three weeks reports Sprint IP service is <i>terrible customer relies on Sprint IP to make calls from work</i> customer wants to know what has happened to our service (apologized for problem customer requested I make a test call while on line I made test call to Sprint IP and call went through without a problem customer stated work computer system is not the problem the problem is with Sprint IP Customer requests contact via email	05/26/06	Sent email to customer and follow up on the status of Sprintip No response from customer after three attempts via emails. Case closed.
04/28/06	A voice customer states they have been receiving harassing Sprint IP Relay calls throughout the night. RCS apologized and explained relay, referred them to their local police department and the FCC. No follow up requested.	05/01/06	RCS apologized and explained relay, referred them to their local police department and the FCC.
04/28/06	A person who worked for an elementary school called to report that someone had used the Sprint IP service to pose as a student's parent and leave a threatening message. Apologized. Explained purpose of relay. No follow-up requested.	05/01/06	Acknowledged the customer's concern.
05/01/06	Furniture store received fraudulent Sprint IP call from Nigeria attempting to purchase merchandise with stolen credit cards (apologized for problem encountered) Customer did not request contact	05/02/06	Educated customer on purpose of Relay
05/01/06	Customer reports disconnect from SprintIP. Apologized. Service desk ticket 1603314 was opened. Follow up requested.	05/02/06	This issue has been ongoing with disconnection. Tech is working to resolve it but no time frame provide due to complexity of platform. Emailed customer and explained customer about the disconnection issue and received response from customer that customer got satisfied with explanation but would like to see resolution ASAP.
05/02/06	Pharmacy reports fraud through SprintIP. Apologized. Provided number for FCC. No follow up.	05/03/06	Educated customer on State and Internet Relay.
05/02/06	A Sprintip caller complained that they were disconnected during a call around 3:50pm CDT. Caller had been connected with the operator then suddenly got the message "your call has been disconnected"... Apologized for the problem. Customer did not request follow up.	05/03/06	Acknowledged the customer's concern.
05/03/06	Company receiving numerous Sprint IP calls requesting parts to be charged to credit card. Apologized, gave FCC website, and sent information. No follow-up requested.	05/04/06	Informed customer regarding relay calls.
05/03/06	Voice customer receiving Sprint IP harassment calls night and day on home phone and cell phone customer request to block Sprint IP calls (apologized for problem advised FCC does not allow Sprint to block calls due to ADA laws customer will contact phone company and cell phone provider for further assistance) Customer did not request contact	05/04/06	Educated customer on purpose of Relay
05/04/06	A Sprint IP customer called to complain that the agent was "a pretty poor speller, which can easily lead to confusion." Apologized for inconvenience. Follow-up requested.	05/04/06	Coached agent on the importance of spelling. She agreed and said she must have had a bad day. Followed up with customer via e-mail.
05/04/06	Customer stated that CA 6092 hung up on them during the middle of the call. Apologized to customer. Customer requested follow up.	05/04/06	Contacted Ms Smith on 5-10-06 and apologized for the inconvenience. Stated that sometimes it could be technical issues, but would make sure that CA contacted a supervisor if there was an unexpected disconnection. Also advised CA that disconnecting a call without going thru the proper procedures was unacceptable
05/04/06	Customer said CA 6137 hung up on them when they requested a supervisor. Apologized to customer. Follow up requested.	05/04/06	Contacted Ms Smith via email and apologized for agent hanging up on her call. Stated that sometimes the disconnections can be technical, however the CA was coached that if a call was unexpectedly disconnected then they needed to contact a supervisor. Also coached the CA that improper disconnections without a supervisor were unacceptable.
05/04/06	Customer said that operator 7832 called them deaf and dumb and hung up on them twice. The customer said that they were very mad. Apologized to the customer. Follow up not requested.	05/04/06	5/10/06 Supervisor met with agent. Agent had no recollection of the call. Supervisor discussed the importance of getting a supervisor when there is a problem with a customer. Also reminded the agent that they are never to disconnect calls without a supervisor present.
05/04/06	SprintIP caller states that his cal was disconnected on purpose by the agent while he was giving another number to dial. Apologized. No follow-up requested.	05/05/06	Agent didn't recall this call. Educated CA if call gets disconnected to notify supervisor immediately.

05/04/06	Customer states that she has tried calling in to Sprint IP French operator 5 times and each time the line has disconnected after the agent took the call. Customer was not sure if it was agent error or computer malfunction. RCS response; Apologized for the problem and assured that a complaint and trouble ticket would be sent in on the issue. Trouble Ticket 1634685 No call back requested	05/25/06	Met with agent and she stated that when she was receiving this call, she was having technical difficulties with her station. She did inform a supervisor, and was advised to log out and log back in, and then was able to process calls correctly thereafter. Informed agent that she did follow procedures by informing a supervisor that she was unable to process calls, and letting them resolve the problem.
05/05/06	Sprint IP customer called to complain that the agent made many spelling errors, for instance, spelling the name "Scott" as "Scoot." Apologized for inconvenience. Follow-up requested via pager.	05/07/06	5/9/06 - TL met with agent and discussed the importance of spelling accuracy. Agent was told to watch for typos and to correctly spell words in future. 5/10/06 - TL attempted to contact customer. TL reached a pager that was requesting additional "verification" which the TL did not have. TL was unable to reach customer for feedback.
05/06/06	A voice customer called to report that she had been awakened in the middle of the night by a vulgar Sprint IP call. Apologized for inconvenience. Explained purpose of relay. No follow-up requested.	05/08/06	Acknowledged the customer's concern.
05/07/06	Car dealership receiving Sprint IP fraud calls attempting to purchase car and have \$\$\$ sent to shipper (apologized for problem provided FCC website and phone number) Customer did not request contact	05/10/06	Educated customer on purpose of Relay
05/08/06	Funeral home receiving fraudulent Sprint IP calls from Nigeria attempting to order product (apologized for problem discussed fraud call issue) Customer did not request contact	05/10/06	Educated customer on purpose of Relay
05/10/06	Sprint IP call to an individual regarding the sale of a puppy. Apologized, gave IFCC website. No follow-up requested.	05/12/06	Educated customer regarding Sprint IP calls.
05/10/06	Funeral Home receiving SprintIP calls for cremation jewelry. Apologized, gave IFCC website and sent information. No follow-up requested.	05/12/06	Educated caller regarding Sprint IP calls.
05/12/06	Sprint IP customer states that the agent processed the call incorrectly and after telling the agent how to do the call, agent disconnected the call while it was ringing. Apologized. No follow-up requested.	05/12/06	Agent recalls receiving instructions for a DA call where as the DA connection information was being typed the inbound IP disconnected. Supervisor reviewed disconnect procedures at the end of the call for Sprint IP or recording. This may have been technical since the disconnect message appeared.
05/12/06	Sprint IP customer filing a formal complaint against the OPR for hanging up on their call. Customer dialed directory assistance to get a number when customer was done with that call, they told the OPR to dial a new number and the OPR just hung up on me. Customer Service apologized to the customer. Customer does not need follow up, but did give their name.	05/15/06	Issue was discussed with OPR. OPR was concerned this could have been a technical error because, after retrieving the DA info the red "inbound caller disconnected" box popped up. OPR was coached on proper call handling procedures.
05/12/06	Customer reports agent disconnected Sprint IP call when they instructed Relay opr. to dial another number (apologized for problem advised complaint would be filed) Customer did not request contact	05/19/06	Coached CA on proper disconnects procedures.
05/12/06	Sprint IP customer unable to save conversations. Apologized, TT 1676356. No follow-up requested.	05/13/06	Trouble ticket: could not test further due to premature disconnection with customer without detailed information.
05/12/06	Voice customer reports fraud calls via Sprint IP attempting to order expensive equipment customer requests we stop processing fraud calls (apologized for problem provided FCC phone number and website) Customer did not request contact	05/18/06	Educated customer on purpose of Relay
05/13/06	Customer states that when calling a friend the CA said that his friend had hung up on him. When calling his friend back the friend said the CA told them the same thing. Customer states that it seemed that the operator did not want to handle the call. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No callback requested.	05/30/06	Forwarded to agent's supervisor for coaching and call processing procedures.
05/18/06	A voice customer called to report that someone contacted her business through Sprint IP relay wishing to place an order for 3 garage doors, totaling \$1500. The person provided all the credit card information via email, which the customer thought was suspicious. Apologized. Explained purpose of relay. No follow-up requested.	05/23/06	Acknowledged the customer's concern.
05/22/06	Children's clothing retail store receiving high volume of Sprint IP fraud calls requests all calls be blocked (apologized for problem advised FCC will not allow Sprint to block calls provided FCC number and website) Customer did not request contact	05/25/06	Educated customer on purpose of Relay
05/23/06	A customer called to report that he has been receiving fraudulent relay calls via Sprint IP relay. In the past one of his salespeople was scammed out of \$5000 worth of merchandise. No follow-up requested.	05/25/06	Apologized. Explained purpose of relay. Provided FCC number.

05/25/06	A customer called to report that she has received several phone calls via Sprint IP relay regarding the puppies she has for sale. The callers only wanted to transact business via email and promised cashier's checks for well over the amount asked. No follow-up requested.	05/25/06	Apologized. Explained purpose of relay. Suggested contacting local police department and provided FCC number.
05/25/06	Sprint IP customer reports agent did not keep them informed customer was on hold for 34 minutes agent <i>didn't type holding customer did not know what the status</i> of the call was and the phone never disconnected (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	05/30/06	CA said he did not have any calls like this. CA said he always sends the hold macro and keeps customers informed.
05/25/06	A sprint IP customer says the agent dialed the number, got someone on the line, was put on hold and then the operator disconnected the call and when asked to redial, the operator disconnected them. Apologized to the customer and advised if this continues to happen let us know so we can do a TT. "RCS is wondering if the person got confused when the phrase was sent saying, your call has been disconnected. Ga" No follow-up requested.	06/01/06	Met with CA; CA said they have had a lot of unresponsive IP calls where relay connects to the outbound only to have the IB not type anything. CA doesn't remember the specific day when this complaint came in but did explain correct steps of informing the outbound if the IB is unresponsive and continue the call until the outbound chooses to hang up, typing everything that they say to the caller and informing the caller when the outbound hangs up. CA also correctly explained correct steps when disconnecting an unresponsive caller.
05/26/06	Customer Complaint: Caller reported that while waiting for a male operator, the CA disconnected the call. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	05/30/06	Followed up with this agent. Agent assured me that she had not received a call asking for a different gender today and is aware to accommodate the customer's request such as this.
05/26/06	Customer Complaint: Caller reported that during a call to the FBI while speaking with an officer the call was disconnected. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested.	05/30/06	5/31/06 TL met with agent. Agent remembered this call. Agent has cast on right hand and during relaying of call; cast accidentally hit the F10 key. Since this was an SRO call, by hitting the F10 key it caused the line to disconnect. Agent was told that if this happens, a supervisor should be called over immediately. Agent understands.
05/30/06	Pharmacy receiving numerous Sprint IP fraud calls callers attempting to purchase diabetic test strips with stolen credit cards customer will no longer accept Internet Relay calls (apologized for problem) Customer did not request contact	05/31/06	Educated customer on purpose of Relay
05/30/06	Sprintip caller complains they were disconnected. Apologized for the problem and let customer know I would submit the complaint. No contact requested.	05/31/06	Acknowledged the customer's concern.

SPRINT
7/3/06 - INTERSTATE
COMPLAINT SUMMARY LOG
VIDEO RELAY SERVICE

RECEIVED

JUL - 3 2006

Federal Communications Commission
Office of Secretary

Date of Contact	Nature of Contact	Date of Resolution	Explanation of Resolution
9/17/2005	Customer reported to Float 7024 that VI 9036 threatened to call FCC and report Mr. Edson, called wanted different VI, but system busy- none available	09/17/05	Explained to customer that all VIs were busy and apologized to customer on behalf of Sprint/CSD.
10/8/2005	VI 9042 - Video caller complained that VI 9042 makes many mistakes, causing my time to be wasted through repetition, that VI needs more training on ASL reception.	10/08/05	Thanked caller for feedback and coached VI.
11/10/2005	Video caller wanted to make a complaint about VI 8060. He claimed she had a bad attitude and was rolling her eyes before call was connected. Caller disconnected from VI, he didn't want attitude to carry over into call.	11/10/05	Thanked customer for feedback. VI was coached on appropriate call handling etiquette.
12/7/2005	VI 6514/6535 - Called CSD and got a VI from a different center wearing a red shirt, eek! As a deaf/blind person, that is so disappointing	12/07/05	Notified customer that all centers would be issued a reminder about appropriate colors for apparel.
1/9/2006	VI 7002 - Commended professional appearance of male VI, complaint of 3x freezing of video	01/09/06	Thanked customer for feedback. Issue with ISP identified and resolved.
1/12/2006	Caller does not appreciate having to go through English speaking VI's, he tried for 2 hours until he connected with a tri-lingual VI. He Hates waiting for an interpreter only to find an English VI, he would wait for an hour if he means he would have a tri-lingual Spanish VI. He prefers the old system when he would call and automatically have one of the Spanish VI's	01/12/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
1/23/2006	VI 7033 - Not friendly, had a rude facial expression and seemed to be in a hurry. Call was at 9 a.m. CST (approx)	01/23/06	Thanked customer for feedback. VI was coached on appropriate call handling procedures.
1/27/2006	VI asked for clarification and caller felt that VI should have understood. Caller was unhappy with VI's receptive skills and requested for a change in VI. Caller felt that VI's facial expression was rude when change was made.	01/27/06	Thanked customer for feedback. VI was coached on appropriate call handling procedures.

1/31/2006	VI 7711 - Ms. Kerstin appeared on VRS requesting supervisor, agent #3102 took the complaint. Ms. Kerstin indicated she wanted a formal complaint filed with Mr. Stein. Ms Kerstin indicated that agent 7711, slender female, rudely and abruptly blackened her VI screen in the middle of a conversation Ms Kerstin was having with her insurance company, then disconnected the call. Ms. Kerstin became extremely upset and had 3 other deaf people as witnesses that saw aht happened. She felt this was awful behavior to treat deaf customers that way and would not tolerate that behavio	01/31/06	Thanked customer for feedback. VI was coached on appropriate call handling procedures.
2/28/2006	VI 8026 - This caller was abusive to the VI. An Abusive Caller Form is also being submitted for this same incident. VI attempted to call the number 3-4 times, but it did not ring. (Perhaps VI did not wait long enough) Caller became irate that the VI was not "professional" and was just trying to collect money from the FCC for calls that did not go through. I believe the caller did not find the VI properly "sympathetic" to her frustration about not being able to get thru. This was probably because the VI was reacting negatively to the irate manner of the caller.	02/28/06	VI 8017 - acting in the capacity of "supervisor" switched into the call. Tried to be sympathetic to caller's concerns. Assured caller that a report would be filed about the VI. Was able to place the call successfully, after waiting more than 21 seconds for the phone to finally begin ringing. Again reassured the caller that her concerns were being heard and would be reported.
2/28/2006	VI 8007 - Customer called a VI with shoulder length brown hair, a white female interpreter who was heavy set with a light colored shirt answered but immediately disconnected, not giving a VI #, this always happens with that one specific terp, the customer is offended and upset by this, Customer explained this VI often disconnects on her before even giving her VI #, but finally got the number today and has been feeling really bad about this for a while	02/28/06	Thanked customer for feedback. VI was coached on appropriate call handling etiquette.
3/2/2006	VI 8007 - Caller was very upset at this VI, keeps hanging up on me! She does this to me a lot! No other VI's do this except this one, it's so rude!	03/02/06	I said I would forward the feedback to supervisor. Caller did not want follow up

3/9/2006	The caller wanted to complain about her frustrations with a CSD Tech. She had spoken with them about 20 minutes prior. The tech did not give her a number but he had black curly hair and spanish looking. She complained of a problem with her connection and the tech spoke to someone off screen and make lots of facial expressions and then said he couldn't help her. Caller stated that he never asked her any questions such as type of computer or connection. Caller was visibly upset	03/09/06	Checked with customer svc department and did a mentoring/training to ensure it wont happen again.
3/31/2006	Video caller was VERY angry at being transferred mid-call (she already had an interpreter switch) and been on her call over 30 minutes. She was mad at Sprint/Dlink for their "NG" Customer service. We lost the audio transfer and this made matters worse! She was not mad at our (NY) interpreters - she was mad at the process/tech problems and DLink! However, she wanted to make a formal complaint to Sprint/CSD. Call was transferred from the Tampa center to VI 7043.	03/31/06	Thanked customer for feedback. VI was coached on appropriate call handling procedures.
4/5/2006	VI 8012 - Customer stated that the VI was signing very sloppy and had poor posture indicating a bad attitude. When customer asked VI to repeat their number, VI showed more attitude while doing so	04/05/06	Thanked customer for feedback. VI was coached on appropriate call handling procedures.
4/6/2006	VI 9022 - The deaf consumer felt the terp was asking for inappropriate information, that the Deaf consumer was not comfortable giving. The deaf consumer said he felt oppressed. He hung up with VI 9022. He called back into the system, had his call processed by VI 8063. He felt this time the call went very smoothly. But still wanted to register a complaint about VI 9022	04/06/06	Thanked customer for feedback. VI was coached on appropriate call handling procedures.
4/9/2006	Mr. Carrier complained that an interpreter (he didn't know who) whispered during a call with him. He also complained that the CSDVRS website advertised that customer service was available on Sunday but there was no customer service there.	04/09/06	Thanked customer for feedback. Customer service website was corrected.

4/28/2006	Screen kept freezing on our end and hers	04/28/06	Informed Tech dept and worked with customer to solve issue.
5/1/2006	Caller said she called on Saturday 4-30-06 evening and did not enjoy the LLS method. It felt awkward and looked like the interpretation from Spanish to English was too private. She did not like it and she will only be calling Monday-Friday to have one of the Spanish speaking interpreters	05/01/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/1/2006	Customer hung up as soon as she saw that the VI was not a trilingual interpreter	05/01/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/1/2006	Customer does not like having 4 people on the line. Three works great.	05/01/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/1/2006	Customer connected with a regular VI. Signed "Oh, I just got off of the line with a Spanish Interpreter. I'll call back and try to connect with one of them insteadl." Did not want to use LLS	05/01/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/1/2006	She is very frustrated with Spanish calls (4 people involved .. The caller, CSD VI, Spanish interpreter, and her mom).. And she did not like it at all. She tried the service 4 times today and got nowhere because the conversation was a bit confused and slow. She likes using CSD Spanish VI's (3 people involved) she feels that the tty relay service is better than VRS	05/01/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/2/2006	Did not like the time and turn-taking required on language line (This caller also complained to another interpreter at 6:24 p.m. CST)	05/03/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.

5/2/2006	Does not like using the language line. Prefers direct communication with Spanish speaking interpreter using ASL	05/02/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/2/2006	Customer complaining that VI she got before VI 4012 was rude and asked to speak with a supervisor. She cannot remember the VI # but thinks it began with a 1. This vi was not friendly at all and then she was disconnected from them	05/02/06	Informed operations dept and informed VI
5/2/2006	Caller stated they "HATE" and "AGAINST" the language line. Only want service with ASL/Spanish interpreter	05/02/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/2/2006	Customer did not want to use LLS - wants direct	05/02/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/2/2006	Customer irate about using language line service, too SLOW	05/02/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/3/2006	Customer stated that using two interpreters is a waste of time and takes way too long. Disconnected with VI.	05/03/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.
5/3/2006	Customer stated that she didn't like using so many people on the line. Preferred just having one trilingual interpreter.	05/04/06	Thanked caller for feedback. Explained to customer that Sprint/CSD is working to meet the large demand for Spanish VRS service. At this time, some work is being performed using a VI in coordination with translator.